



County of Calhoun

Job Description

Job Title: Water and Wastewater Clerk
Department: 3800 – Water and Wastewater
Reports To: Public Works Director
FLSA Status: Non-Exempt
Prepared Date: 1/23/13
Approved By:
Approved Date:

Summary

Provides clerical support to departments as needed and directed.

Essential Duties and Responsibilities

The duties outlined below represent the majority of responsibilities required to execute this position. Other duties may be assigned related to this type of work as necessary.

- Provides administrative support to the department head and staff, performing such duties as scheduling and coordinating meetings and appointments, maintaining calendars, researching and compiling information for reports, composing and/o preparing routine and confidential reports and correspondence, etc.
- Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate personnel; takes messages as needed.
- Greets and assists office visitors.
- Collects, posts and deposits various fees and fines; prepares related reports.
- Composes, prepares, transcribes, types, copies, files, processes, mails and/or transmits various forms, records, reports notices, correspondence and other documents.
- Prepares packets for and attends meetings; prepares and distributes meeting minutes.
- Establishes and maintains the department's filing system; maintains detailed department records.
- Receives, researches and responds to inquiries, requests for assistance and concerns from other County departments divisions, outside agencies and the public.
- Performs other general clerical work, including but not limited to copying documents, filing and retrieving files, sending and receiving faxes, entering and retrieving computer data, preparing spreadsheets, assembling materials, processing daily mail etc.
- Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.
- Assists in the planning for future development of the water and wastewater system.
- Ability to handle, manage, and balance cash drawer on a daily basis.
- Assist in reviewing and sustaining financial controls .
- Prepares financial reports for management, and regulatory agencies such as EPA, DHEC & USDA.
- Other duties as my be assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

Microsoft Office Proficient

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

This job description does not constitute an employment agreement between the County and the employee and is subject to change by the County as its needs and requirements of the job change.